

## **CLAIMS**

Sub What is claimed is:



2. The method of claim 1 wherein the sending step (b) comprises
  - (b1) providing the override details from the POS device to a central controller device; and
  - (b2) sending the override details from the central controller device to the wireless management device.

3. The method of claim 1 which includes:

(c) displaying the override details on the wireless management device.

- 1           4. The method of claim 3 in which step (c) further comprises (c1) providing an  
2 override signal from the wireless management device to the POS device.

- a2*

1 5. The method of claim 4 in which the override signal providing step (c1) further  
2 comprises:  
3 (c2) entering an override signal on the wireless management device;

- (c3) sending the override signal to the central controller device from the wireless management device; and
- (c4) relaying the override signal from the central controller device to the POS device.

6. The method of claim 1 in which the wireless management device comprises a personal digital assistant (PDA), the PDA including a wireless modem.

7. A method for providing efficient management interaction in a consumer transaction system, the method comprising:

(a) performing customer transactions through a plurality of point of sale (POS) systems networked to a central controller system; and

(b) utilizing a mobile manager system to remotely monitor and respond to the plurality of POS systems.

8. The method of claim 7 wherein utilizing step (b) further comprises (b1) utilizing a personal digital assistant equipped with a wireless modem.

9. The method of claim 8 wherein utilizing step (b1) further comprises determining a status of at least one of the plurality of POS systems, identifying whether the status is satisfactory, and when the status is unsatisfactory, adjusting the status to reach a satisfactory level.

1           10. The method of claim 9 wherein adjusting the status further comprises remotely  
2           switching a status for a lock of the at least one POS system.

1           11. The method of claim 9 wherein adjusting the status further comprises directly  
2           tendering a monetary pick-up from the at least one POS system.

1           12. The method of claim 7 wherein performing step (a) ~~further~~ comprises identifying  
2           an override condition during a customer transaction in a POS system.

1           13. The method of claim 12 ~~further comprising~~ sending data for the override  
2           condition to the central controller system.

1           14. The method of claim 13 ~~further comprising~~ transferring the data for the override  
2           condition to the mobile manager system.

1           15. The method of claim 14 ~~further comprising~~ signaling release of the override  
2           condition from the mobile manager system to the central controller system.

1           16. The method of claim 15 ~~further comprising~~ relaying the release of the override  
2           condition from the central controller to the POS system.

1           17. A system for improving manager interaction in a consumer transaction system,  
2           the system comprising:

3           a plurality of point of sale (POS) systems;  
4           a central controller system coupled to the plurality of POS systems; and  
5           a mobile manager system in communication with the plurality of POS systems  
6           through the central controller system by a wireless communication mechanism, wherein  
7           the mobile manager system remotely monitors and responds to the plurality of POS  
8           systems.

1           18. The system of claim 17 wherein the mobile manager system comprises a personal  
2           digital assistant equipped with a wireless modem.

1           19. The system of claim 17 wherein the mobile manager system further determines a  
2           status of at least one of the plurality of POS systems, identifies whether the status is  
3           satisfactory, and when the status is unsatisfactory, adjusts the status to reach a satisfactory  
4           level.

1           20. The system of claim 19 wherein the mobile manager adjusts the status by  
2           remotely switching a status for a lock of the at least one POS system.  
*Sub  
Q3*

1           21. The system of claim 17 wherein the POS system identifies an override condition  
2           during a customer transaction and sends data for the override condition to the central  
3           controller system.

1           22. The system of claim 21 wherein the central controller system transfers the data

2 for the override condition to the mobile manager system.

1           23. The system of claim 22 wherein the mobile manager system signals release of the  
2 override condition to the central controller system.

1           24. The system of claim 23 wherein the central controller system relays the release  
2 of the override condition to the POS system.